भारत सरकार / Government of India

सरकारी राजपत्र
OFFICIAL GAZETTE

संघ प्रदेश दादरा एवं नगर हवेली तथा दमण एवं दीव प्रशासन
U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI AND DAMAN AND DIU

असाधारण
EXTRAORDINARY

प्राधिकरण द्वारा प्रकाशित / PUBLISHED BY AUTHORITY

Daman 30th June, 2026 9 Ashadha, 1948 (Saka) No. : 44

UT Administration of Dadra and Nagar Haveli and Daman and Diu
Department of Industries,
District Industries Centre, Udyog Bhavan, Ground Floor, 66 KVA Road,
Amli, Silvassa, Union Territory of Dadra and Nagar Haveli- 396230,

No. DIC/14(254)/2024/447 **Dated: 15/06/2026**

NOTIFICATION

Whereas, certain draft rules, which the Department of Industries, U.T. Administration of Dadra & Nagar Haveli and Daman & Diu proposes to make in exercise of the powers conferred by Section 29 of the Gujarat Right of Citizens to Public Services Act, 2013, as adapted to the Union Territory of Dadra & Nagar Haveli and Daman & Diu;

And whereas, the Administration considers it expedient to amend certain provisions of the Dadra & Nagar Haveli and Daman & Diu (Right of Citizens to Public Services) Rules, 2022 with a view to strengthen the grievance redressal mechanism, facilitate automatic generation and escalation of complaints and appeals through electronic systems, and ensure timely delivery of notified public services;

Now, whereas, in exercise of the powers conferred by Section 29 of the Gujarat Right of Citizens to Public Services Act, 2013, the Administrator of Dadra & Nagar Haveli and Daman & Diu is pleased to frame the Dadra & Nagar Haveli and Daman & Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026.

Now, therefore, the Department of Industries, DNH & DD hereby publishes the draft Dadra & Nagar Haveli and Daman & Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026 for inviting objections and suggestions, if any, in writing to the Special Secretary-cum-Director

(Industries), District Industries Centre, Silvassa, from all persons likely to be affected thereby on or before the expiry of thirty days from the date of publication of this Notification in the Official Gazette. These rules are also available on the official website https://ddd.gov.in/

By order and in the name of the Administrator
of Dadra and Nagar Haveli and Daman and Diu

Sd/–
Special Secretary/Director (Industries)
DNH&DD

DRAFT NOTIFICATION

1. Short title and commencement:

(1) These rules may be called the Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) (Amendment) Rules, 2026.

2. AMENDMENT OF RULE 8

In Rule 8, for sub rule (1), the following shall be substituted, namely:-

1) Where a notified service is not rendered or not rendered within the prescribed time frame a complaint may be auto generated by the system:

Provided that the applicant may, if so desires, file a written complaint as prescribed in Form-C through hand delivery, fax, post or registered post or online with the concerned Grievances Redressal Officer appointed by the Head of the Department under section 6 of the Act.

In Rule 8, for sub rule (2), the following shall be substituted, namely:-

(2) The Grievance Redressal Officer shall, upon receipt of a complaint, issue an acknowledgement to the applicant as per Form-B preferably online within three working days of the complaint as per section 7 of the Act. In case a complaint is auto-generated by the system, an acknowledgement shall also be auto-generated and issued to the applicant.

3. AMENDMENT OF RULE 11

In Rule 11, for sub rule (3), the following shall be substituted, namely:

3) The Grievance Redressal Officer shall dispose the complaint to him within thirty days from the date of receipt of the complaint.

Provided that where the complaint is not decided or disposed off within the prescribed time frame, a First Appeal shall automatically be escalated before the Designated Authority.

4. AMENDMENT OF RULE 13

In Rule 13, for sub rule (1), the following proviso shall be inserted, namely:

(1) Provided that where a complaint is not decided or disposed off within the period specified under rule 11 by the GRO, the First Appeal shall be deemed to have been filed automatically before the Designated Authority.

5. AMENDMENT OF RULE 15

In Rule 15, after sub rule (3), the following sub rule (4) shall be inserted, namely :-

(4) The UT Administration by notification may provide auto escalation, also to 2nd appeal, if the first appeal is not decided by the designated authority within the time prescribed.

By order and in the name of the Administrator
of Dadra and Nagar Haveli and Daman and Diu

Sd/–
Special Secretary/Director (Industries)
DNH&DD

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